

# EPSON PRODUCT SUPPORT BULLETIN

**Date:** 06/10/2009 **Originator:** DS  
**TIB #:** PSB.2009.06.002 **Authorization:** *Kps*  
**Reference:** TI 09-08j Rev. A **Total Pages:** 8  
**Product(s):** PowerLite 735c / 737c / 745c / 755c / 765c / 835p / 1705/1715/1815/1825/7850p / 8300 with EasyMP.net option, Pro G5150/G5350 / 1725 / 1735W / 85 / 825 / 826W  
**Subject:** Release of EMP NS Connection for Windows & Mac Upgrade from v2.50 to v2.51

This bulletin was created to inform you of the release of the new version 2.51 of the EMP NS Connection software.

## Description of Change:

Improvements have been made to the EMP NS Connection utility.

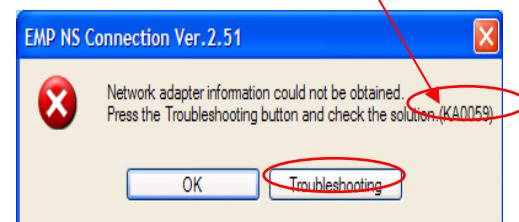
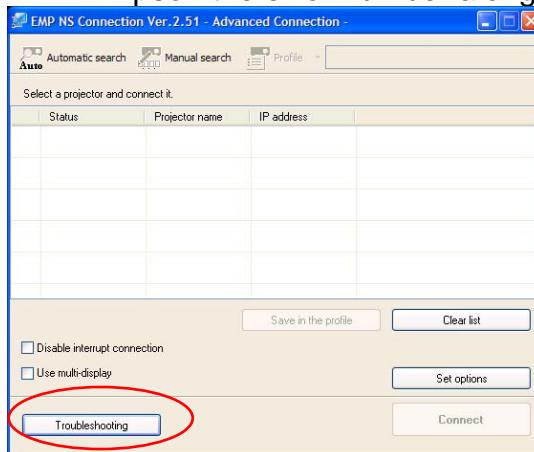
## Reason:

The improvements to NS Connection V2.51 are as follows

## Improvements (V2.50) (V2.51)

### Improvements

- Addition of 10 new languages: Arabic, Ukrainian, Romanian, Indonesian, Croat, Slovak, Bulgarian, Malay, Vietnamese and Hebrew.
- Addition of troubleshooting function (Windows Only)  
When pressing the troubleshooting button, the corresponding troubleshooting and error number is displayed in the error message window.
  - When experiencing problems with NS Connect, please report to Epson the error number along with the failure information.



**NS Connection Troubleshooting**

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> Return to Top Page > Problems with NS Advanced Connection Mode

**Was the target projector found?  
If it was not found, check the points below.**

Is the power (switch) of the projector turned on?  
When using a wireless environment: Are the computer and projector connected in a wireless LAN environment (infrastructure)?  
When using a wired environment: Is the network environment suitable for the computer and projector?

**Is the power (switch) of the projector turned on?**

Turn on the projector power.

 [Top ↑](#)

**When using a wireless environment: Are the computer and projector connected in a wireless LAN environment (infrastructure)?**

Check the setting of the projector wireless LAN.  
From the Projector menu, check that the setting for **Network–Wireless LAN–Connection Mode** is Advanced Connection Mode.

Also you can access troubleshooting by clicking **Start → All programs → EPSON Projector→EMP NS Connection→EMP NS Connection V2.51 Troubleshooting**.

**NS Connection Troubleshooting**

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**NS Connection Troubleshooting**

This explains the solutions for problems when using NS Connection connected to a network.

**Problems with NS Quick Connection Mode**  
This explains problems and solutions for the Quick Connection Mode of NS Connection.

**Problems with NS Advanced Connection Mode**  
This explains problems and solutions for the Advanced Connection Mode of NS Connection.

Safety Information  
Trademarks and Notation

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- Fixed error message displayed by the NVIDIA utility

#### Failure Symptom

When starting Quick Wireless/USB Display/NS Connection on a PC with the built-in NVIDIA graphics chip (ex.ThinkPadT61 NVIDIA Quadro NVS 140M/NVIDIA Quadro FX 570M Display Driver), the NVIDIA utility displays consecutive error messages. As a result, some PCs will experience a lock-up.

#### Countermeasure

Hardware acceleration level is set to 3 when Quick Wireless/USB Display/NS Connection are being used.

#### Limitation

By setting hardware acceleration level to “3”, the mouse cursor flickers more visibly than the setting of “None”. This symptom can be avoided by unchecking the box for **Transfer Layered Window** on the Adjustment performance tab in the **Set Options** window of NS Connection.

Note: When NS connection is being used, and the hardware acceleration setting is changed manually, at next startup, NS connection starts with the same setting level of hardware acceleration.

<b>Limitation</b>	<p><b>All Operating Systems</b></p> <ul style="list-style-type: none"> <li>When using EAP type of security that consumes a lot of CPU resources, projectors may disconnect from NS connection. The solution is to click Set Options of NS Connection and set Adjust Performance to Fast.</li> <li>It takes more time for the PowerLite 1725 / 1735W / 1825 / Pro G5150 / Pro G5350 projectors to disconnect from NS connection as compared to the PowerLite 1705 / 1715 / 1815 projectors, due to the limitation of the new OS (WindowsCE) on IM-X4 projectors.</li> <li>To avoid conflicts between the Quick Wireless and other makers' utilities, when the Quick Wireless starts, this version stops services of the other utilities listed in the attached file (Exhibit 1). When quitting Quick Wireless, the other utilities resume their services.</li> <li>In the network environment using IEEE 802.11 b/g standards, the wireless connection may drop under the following conditions. Due to specification of wireless controllers, some wireless controllers don't send their beacon periodically. Even if a projector is connected to a PC via wireless, if the projector doesn't detect the beacon for 11b signal for a certain period (30 – 60 seconds) from the PC , the projector judges that there isn't any PC using the11b signal in the network and switches to communication with11g (default) signal. On the other hand the PC still tries to communicate with 11b. As a result, the wireless connection between the projector and the PC drops.</li> </ul> <p><b>Solutions to this problem:</b></p> <ol style="list-style-type: none"> <li>Establish a wireless communication between the PC and projector via 802.11a signal.</li> </ol> <p><b>Windows OS</b></p> <ul style="list-style-type: none"> <li><b>Due to a limitation of the module VLC for the Movie Sending mode of the IM-X4 version projectors, when IM-X4 projectors display MPEG2 and WMV images in Movie Sending mode via NSC V2.40, fast-forward and rewind functions cannot be used. When IM-X3 projectors display MPEG2 via NSC V2.40, fast-forward and rewind functions can be used.</b></li> </ul> <p><b>Windows Vista OS</b></p> <ul style="list-style-type: none"> <li>Multi screen display function cannot be used</li> <li>Virtual display driver cannot be installed in PC.</li> <li>When UAC (User Account Controls) screen is being displayed, the projected image pauses.</li> <li>The Motion picture of Windows photo gallery cannot be projected in full-screen mode.</li> <li>Still images and motion pictures from Windows Media Center cannot be projected in full-screen mode.</li> <li>Since NS Connection can capture Layered windows, the tool bar of NS Connection is projected.</li> <li></li> <li></li> <li>When projecting images via NS Connection, mouse cursor might blink depending on PC specification</li> </ul>
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	<p><u>Macintosh OS</u></p> <p>In case of uninstalling NSC V2.20 or later version, it is possible to uninstall by following 2 methods.</p> <ul style="list-style-type: none"> <li>- Delete by installer exclusively for NSC version which you want to uninstall.</li> </ul> <p>For example, when you want to uninstall NSC V2.40, you need to use installer for NSC V2.40. NSC V2.20 and later version can not be uninstalled automatically by different version installer.</p> <ul style="list-style-type: none"> <li>- Delete manually.</li> </ul>
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### **System Requirements:**

<b>OS</b>	Windows 2000 SP4/ XP Home Edition/ XP Professional(32bit) /Vista SP1 Home Basic / Home / Premium / Ultimate / Business / Enterprise(32bit) Mac OS X 10.3 minimum, OS 10.3.9/10.4.5/10.5.1 recommended
<b>CPU</b>	Windows: Mobile Pentium III 1.2GHz at least (Pentium M1.6GHz at least recommended) Mac: Power PC G3 900MHz at least recommended
<b>Memory</b>	At least 256MB (At least 512MB recommended)
<b>Available hard disk space</b>	At least 20MB
<b>Display</b>	Minimum- VGA(640x480), Maximum- UXGA (1600 x 1200) 16-bit color or more

### **Obtaining the Update:**

Download epson13123.exe from [www.epson.com](http://www.epson.com) to the version 2.50 update for NS Connection.

The files are extracted and copied to C:\EPSON\epson13123\_EMP\_NS\_Connection\_251. The user should be directed to this folder to find the bulletin. The program will automatically install after the download file is extracted.

**Note:** on the Mac, the extraction process copies the epson13124\_EMP\_NS\_Connection\_251 folder to the desktop. The program and bulletin are inside this folder. The user will double-click on NSCv2.51\_Installer to start the installation process.

### **Software Upgrade History:**

<b>Version</b>	<b>Release date</b>	<b>Remarks</b>
1.00	December 25, 2002	New release
1.10	January 1, 2003	Release for PowerLite 7850p
1.20	September 10,	Improved the transfer rate specification for PowerPoint

	2003	images
1.30	May 31, 2004	Support added for WPA and LEAP
1.31	June 18, 2004	Improved screen problem issue
1.32	January 18, 2004	Improved the internal function of connecting to the projector
1.40	April 1, 2005	<ul style="list-style-type: none"> <li>• Addition of Presentation Mode and Interruption Prevention function</li> <li>• Able to present with video set for 32 bit color</li> <li>• Function improvement with Excel and PowerPoint</li> <li>• Improved ESSID search lockup prevention when certain LAN adapters and drivers are used</li> </ul>
2.00	2006/06/20	<ul style="list-style-type: none"> <li>• Addition of multi screen display function</li> <li>• Addition of movie sending mode</li> <li>• - Improvement of connection and usability</li> </ul>
2.10	2006/12/08	<ul style="list-style-type: none"> <li>• Improvement in the ability to search projectors by Automatic Search. (For Windows)</li> <li>• Improvement in the operability of choosing projector.</li> <li>• Improvement in operability and visibility of "Connect" button.</li> <li>• Preventing Virtual Display from being used as primary display.</li> <li>• Improvement in the ability of image processing speed. (For Mac)</li> <li>• - Change the packet size for a connection request command used by Quick connection.</li> </ul>
2.20	2006/05/29	EMP NS Connection V2.20 supports Windows Vista (Home Basic /Home Premium/Ultimate/Business/Enterprise).
2.30	Nov. 27, 2007	<ul style="list-style-type: none"> <li>• Supported picture transfer for EMP-1825</li> <li>• Improved wireless search and connection abilities.</li> <li>• - Added video format supporting movie sending mode</li> </ul>
2.40	Mar. 24, 2008	<ul style="list-style-type: none"> <li>• EMP NS Connection V2.40 supports Windows Vista Service Pack 1</li> <li>• - Supports 24 languages</li> </ul>
2.50	Jun.2,2008	<p>Supported image transfer and virtual display of 1280 x 768</p> <ul style="list-style-type: none"> <li>• Changed the operation method to prevent NS connection from being blocked by Windows Firewall</li> </ul> <p>Added another wireless LAN utility that NS connection supports</p>
2.51	Feb.9,2009	<ul style="list-style-type: none"> <li>- Addition of supported models (PowerLite-85/825/826W)</li> <li>- Addition of supported languages</li> <li>- Addition of troubleshooting function (Only for Windows)</li> </ul>

**[Exhibit 1] Wireless LAN client list that NSC V2.30 and V2.40 stops their service process**

	<b>Manufacturer Name</b>	<b>Adapter Name</b>	<b>Wireless LAN Utility Name</b>
Supported by V2.30	D-Link	Air Plus XTREMEG DWL-G650	D-Link AirPlus XtremeG Utility (CD)
	NETGEAR	WN511T	Smart Wireless Utility Ver.1.1.5.9(CD)
	BUFFALO	Buffalo all products	Client Manager 3 Ver.1.2.10(Web)
	IBM	ThinkPad products	Access Connection(Web) *1 Ver.4 or later
	IBM	ThinkPad products	Access Connection(Web) *1 Ver.3.71
	Logitec	Logitec LAN-WAG/U2 Wireless LAN Adapter	Logitec Wireless LAN Client Utility
	Linksys	Wireless-G Notebook Adapter v.5.0	WPC54G-JP setting utility
	NETGEAR	WG511AJP	NETGEAR WG511A Smart Wizard Ver3.2.3.306
	NETGEAR	WGM511	NETGEAR SMART WIZARD -Wireless Assistant WGM511 Ver 1.0.0.7
	NETGEAR	WPNT511	NETGEAR WPNT511 SMART WIZARD Ver1.1.3.0
	Linksys	WPC300N	Wireless-N Notebook Adapter Wireless Network Monitor v1.05
	Linksys	WPC54G	Wireless-G Notebook Adapter Wireless Network Monitor Ver 3.1
	Linksys	WPC54GX4	Wireless-G Notebook Adapter with SRX400 Setup Wizard V1.1
	Linksys	WUSB54GP	Wireless-G Portable USB Adapter WLAN Monitor v1.05
	Linksys	WUSBF54G	Wireless-G USB Adapter with Wi-Fi Finder
	NETGEAR	WG511 v2	

	Linksys	WPC54GX	Wireless-G Notebook Adapter With SRX Wireless Network Monitor v. 1.2
Supported by V2.40	Linksys	WUSB54GSC	Compact Wireless-G USB Adapter Wireless Network Monitor v1.05
Supported by Quick Wireless Connection V.1.00 / NSC V2.50	Atheros		Atheros Client Utility
Supported by Quick Wireless Connection v1.02 / NSCv2.51	Broadcom	BCM4311 / BCM2050	Broadcom Wireless Utility
	NETGEAR	WN511B	NETGEAR WN511B Smart Wizard Utility
	NETGEAR	WG111v3	NETGEAR WG111v3 Smart Wizard Utility
	NETGEAR	wn111	NETGEAR WN111 Smart Wizard Utility
	NETGEAR	WUSB600N	Linksys Wireless Network Monitor
	PLANEX	GW-US300MiniW	PCI GW-US300MiniW Utility

\*1: Because Access Connection service stops, power display of Power Manager becomes invalid.

# EPSON PRODUCT SUPPORT BULLETIN

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**Date:** 12/18/2008 **Originator:** DS  
**PSB #:** PSB.2009.01.006 **Authorization:** *Kps*  
**Reference:** TI 08-22e Rev. A/B **Total Pages:** 7  
**Product(s):** PowerLite 735c / 737c / 745c / 755c / 765c / 835p  
1705c / 1715c / 1815p / 1825p / 7850p / 8300i with EasyMP.net option  
Pro G5150 / Pro G5350 / 1725 / 1735W  
**Subject:** Release of Check Tool for Network Projectors V1.00 (for Windows)

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This bulletin was created to inform you about the release of Epson Check Tool software for Network Projectors version 1.00.

**Description of Change:**

First release of the Check Tool for Network Projectors for Windows

**Reason:**

The Check Tool for Network Projectors makes it possible to easily check whether EPSON Quick Wireless Connection and EMP NS Connection's Quick Connection mode can operate on the users' Windows PC properly. The Check Tool for Network Projector can also be used as a reference check before the purchase of the projector or as a troubleshooting Tool.

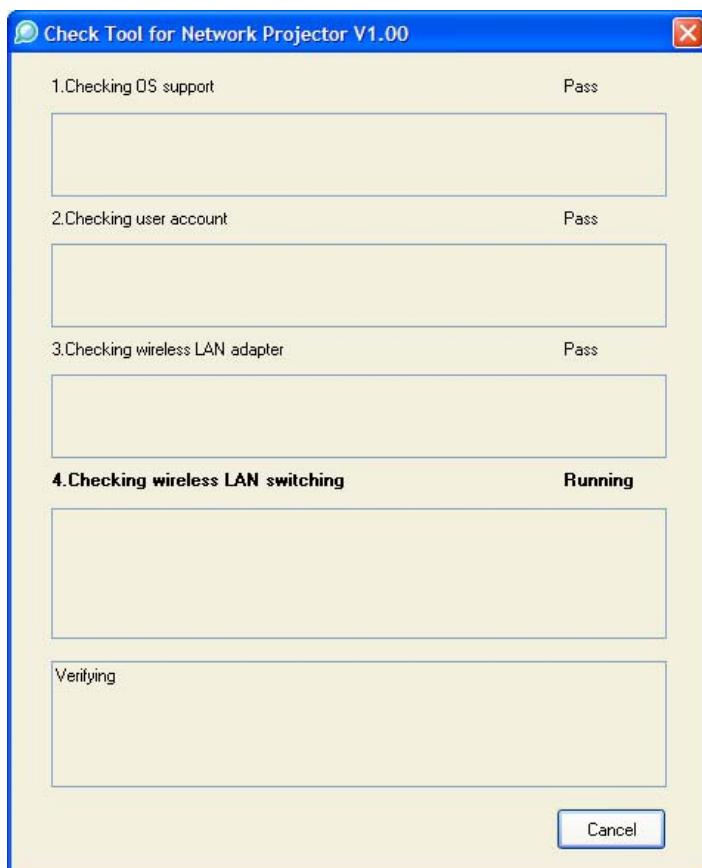
## 1) Function of the Application

Application name	Check Tool for Network Projector V1.00
Notes	<p>The Check Tool checks automatically whether EMP Quick Wireless Connection and EMP NS Connection's Quick Connection mode can operate properly on the user's Windows PC in terms of the following four points:</p> <ol style="list-style-type: none"><li>1. Checks OS support.<ul style="list-style-type: none"><li>• Checks whether the OS is supported by EMP Quick Wireless Connection / EMP NS Connection.</li></ul></li><li>2. Checks user account<ul style="list-style-type: none"><li>• Checks user's account for administrator privileges to install EMP Quick Wireless Connection / EMP NS Connection.</li></ul></li><li>3. Checks the wireless LAN adapter<ul style="list-style-type: none"><li>• Checks whether the wireless LAN adapter and driver are installed on the PC.</li><li>• Checks whether the wireless LAN is active.</li></ul></li></ol>

## Notes

4. Checks wireless LAN switching
  - Checks whether wireless LAN adapter is turned ON.
  - Checks whether EMP Quick Wireless Connection and EMP NS Connection's Quick Connection mode can set the SSID on the user's PC when trying to connect to a projector using EMP Quick Wireless Connection and EMP NS Connection's Quick Connection Mode.

The Check Tool checks for communication conflict and whether it can actually stop the utilities when both utilities--EMP Quick Wireless Connection V1.00 and EMP NS Connection-- are both installed on the users PC.



<b>Notes</b>	<p>Output of the log file:</p> <ul style="list-style-type: none"> <li>The Check Tool records the result in a text file (log file). Usually, the log file is saved under the name of CheckInfoDATE.log in the directory where “EB_CHT.exe” is stored</li> </ul>
<b>Limitations</b>	<ul style="list-style-type: none"> <li>When the Check Tool is checking the user’s PC, the user’s PC drops off network.</li> <li>The Check Tool does not check whether the firewall of manufacturers of security software other than Windows may be blocking EPSON Quick Wireless Connection/EMP NS Connection.</li> </ul>

## 2) Operating Environment

Check Tool for Network Projector V1.00

OS	Windows 2000 SP4 Rollup1 / XP Home Edition/ XP Professional(32bit) non-SP,SP1,SP2,SP3 /Vista SP1 Home Basic/Home Premium/Ultimate/Business/Enterprise(32bit) non-SP,SP1
CPU	Windows: Mobile Pentium III 1.2GHz at least (Pentium M1.6GHz at least recommended)
Memory	256MB at least (Recommendation: 512MB at least)
Disk space	20MB at least
Display	Resolution: At least VGA(640 x 480) but no more than UXGA (1600 x 1200) At least 16 bit color

**3) Location of download file: Check Tool for Network Projector V1.00**

Download epson12794.exe from the Epson website ([www.epson.com](http://www.epson.com)).

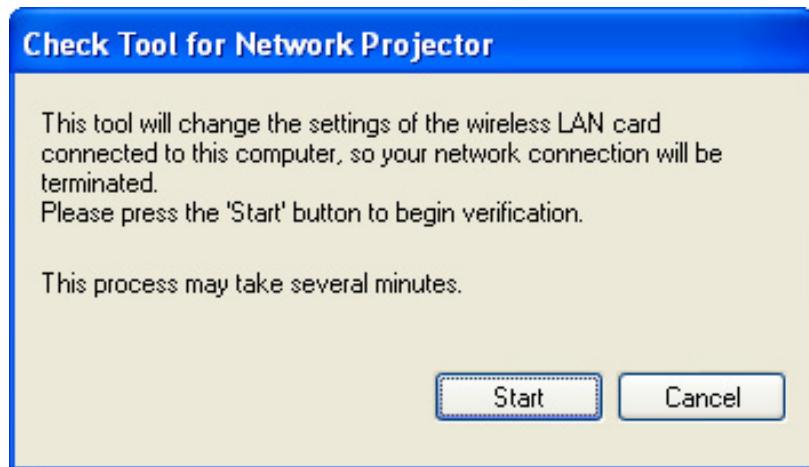
This is a self-extracting file; please follow the screen prompts to install the Check Tool software.

**4) Double-click the [EB\_CHT.exe] icon**

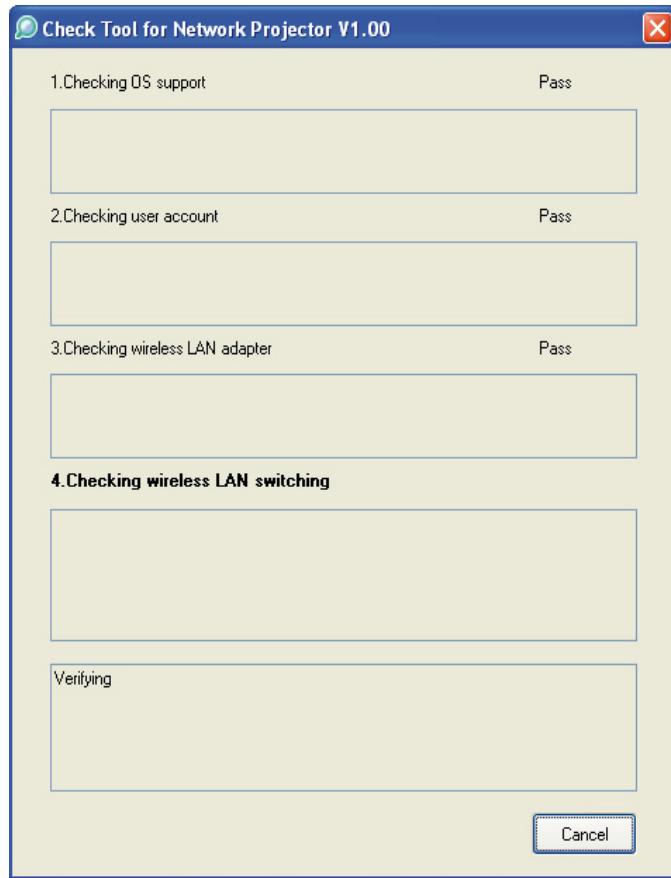
**5) Read the contents of the [SOFTWARE LICENSE AGREEMENT], and click the [Agree] button.**

**6) A dialog indicating the program is starting opens with the following message:**

**This tool cuts off the network connection temporarily.  
Click the [Start] button to begin verification.**



- 7) The Check tool dialog is displayed. It takes a few minutes for the results of the verification are displayed**



- 8) When two or more wireless LAN adapters are available on your computer, the adapter selection dialog opens.**

Select the wireless LAN adapter and press the OK button to continue.



**9) When the verification is complete, the result is displayed on the bottom of the dialog.**

**The result is stored in the same folder as the check tool.**

**File Name: CheckInfo<\*\*\*\*>.log**

**\*\*\*\* indicates the created date and time.**

**[Exhibit 1]**

**Wireless LAN client list that NSC and Quick Wireless Connection stop their service process**

	<b>Manufacturer Name</b>	<b>Adapter Name</b>	<b>Wireless LAN Utility Name</b>
Supported by NSC V2.30	D-Link	Air Plus XTREMEG DWL-G650	D-Link AirPlus XtremeG Utility (CD)
	NETGEAR	WN511T	Smart Wireless Utility Ver.1.1.5.9(CD)
	BUFFALO	Buffalo all products	Client Manager 3 Ver.1.2.10(Web)
	IBM	ThinkPad products	Access Connection(Web) *1 Ver.4 or later
	IBM	ThinkPad products	Access Connection(Web) *1 Ver.3.71
	Logitec	Logitec LAN-WAG/U2 Wireless LAN Adapter	Logitec Wireless LAN Client Utility
	Linksys	Wireless-G Notebook Adapter v.5.0	WPC54G-JP setting utility
	NETGEAR	WG511AJP	NETGEAR WG511A Smart Wizard Ver3.2.3.306
	NETGEAR	WGM511	NETGEAR SMART WIZARD - Wireless Assistant WGM511 Ver 1.0.0.7
	NETGEAR	WPNT511	NETGEAR WPNT511 SMART WIZARD Ver1.1.3.0

	Linksys	WPC300N	Wireless-N Notebook Adapter Wireless Network Monitor v1.05
	Linksys	WPC54G	Wireless-G Notebook Adapter Wireless Network Monitor Ver 3.1
	<b>Manufacturer Name</b>	<b>Adapter Name</b>	<b>Wireless LAN Utility Name</b>
	Linksys	WPC54GX4	Wireless-G Notebook Adapter with SRX400 Setup Wizard V1.1
	Linksys	WUSB54GP	Wireless-G Portable USB Adapter WLAN Monitor v1.05
	Linksys	WUSBF54G	Wireless-G USB Adapter with Wi-Fi Finder
	NETGEAR	WG511 v2	
	Linksys	WPC54GX	Wireless-G Notebook Adapter With SRX Wireless Network Monitor v. 1.2
Supported by NSC V2.40	Linksys	WUSB54GSC	Compact Wireless-G USB Adapter Wireless Network Monitor v1.05
Supported by NSC V2.50 & Quick Wireless Connection V1.00	Atheros		<a href="#">Atheros Client Utility</a>

\*1: Because Access Connection service stops, power display of Power Manager becomes invalid.

#### Software Upgrade History Quick Wireless

Version	Release date	Remark
V1.00	August. 12, 2008	V1.00 release

# EPSON PRODUCT SUPPORT BULLETIN

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<b>Date:</b>	09/17/2008	<b>Originator:</b>	VS
<b>PSB #:</b>	PSB.2009.01.003	<b>Authorization:</b>	Kas
<b>Reference:</b>	TI 08-29e Rev. A	<b>Total Pages:</b>	8
<b>Product(s):</b>	PowerLite 1735W, 735c, 737c, 745c, 755c, 765c, 835p, 1705c, 1715c, 1725, 1815c, 1825, 7850p, 7950p, 8300i with EasyMP.Net optional module, Pro G5150 and Pro G5350 projectors		
<b>Subject:</b>	EMP SlideMaker2 updated Version 1.30 – provides scenario support for WXGA (1280 x 800) resolution		

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This bulletin was created to inform users about a software update for the EMP SlideMaker2 to Version 1.30.

**Description of Change:**

Updated software release for creating scenarios in WXGA (16:10) format.

**Reason:**

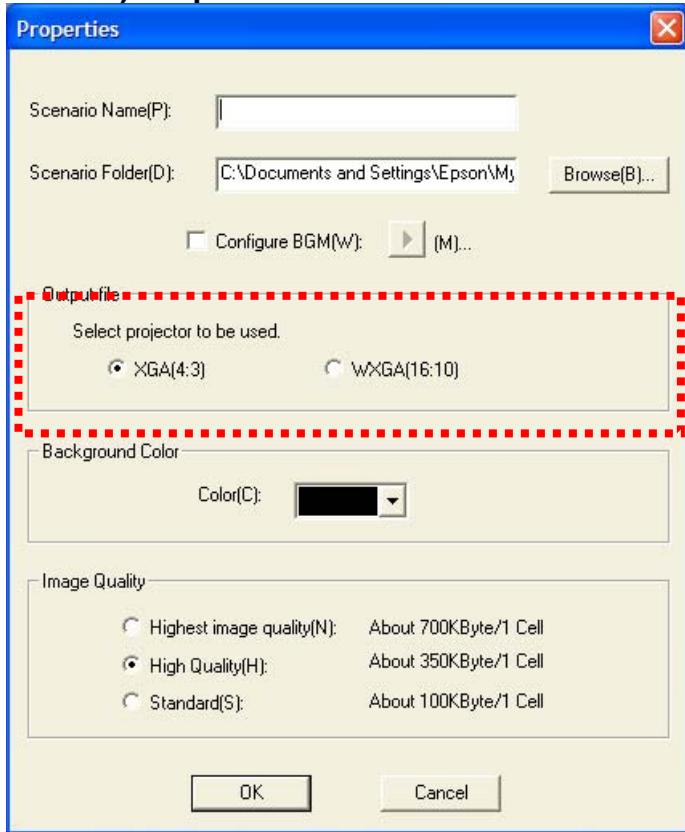
- The updated version of EMP SlideMaker2 provides support for creating scenarios in XGA (1024 x 768) resolution and WXGA (1280 x 800) resolution.
- It also provides the ability to select scenarios in XGA (4:3) or WXGA (16:10) format, depending on the projector model used for the presentation.

**Limitations:**

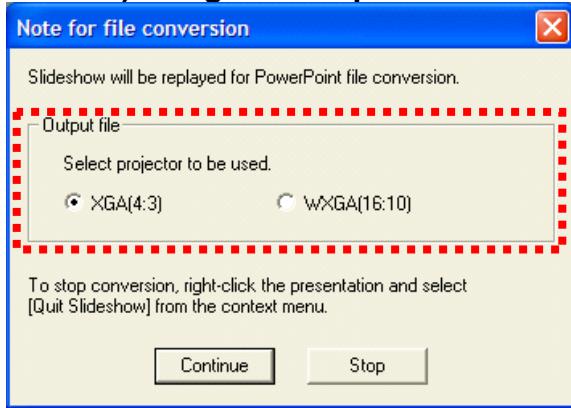
- When creating a 16:10 scenario, the JPEG image must be in a 16:10 format.
- A 16:10 converted scenario can only be displayed with a WXGA (1280 x 800) projector.
- A 4:3 converted scenario can be displayed with a XGA or WXGA supported projector.
- When adding a PowerPoint slide from a thumbnail window to EMP SlideMaker2 with Microsoft Office 2007, the scenario image file may deteriorate due to an issue with Microsoft Office 2007 SP1.

## **1) Selecting Aspect Ratio for the Projector being used:**

### **a) Properties Window**



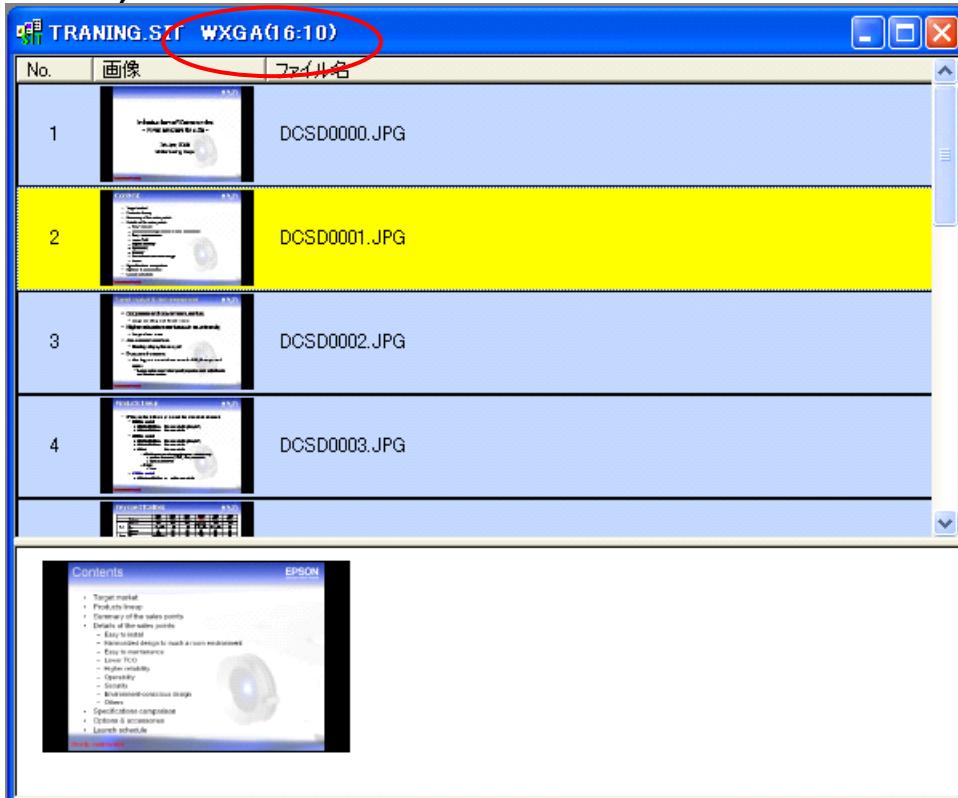
### **b) Drag and Drop Window**



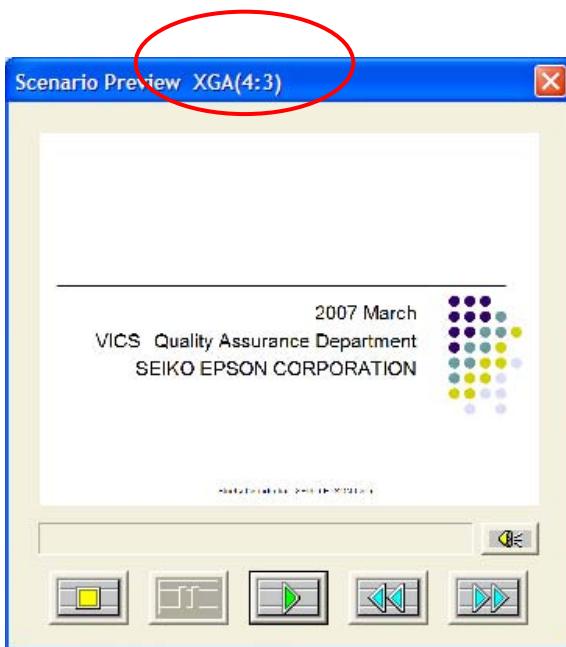
## **2) How to Verify the Aspect Ratio of the Scenario:**

The resolution of the scenario is displayed in the window title of the Scenario Window and Scenario Preview as shown below:

**a) Scenario Window**



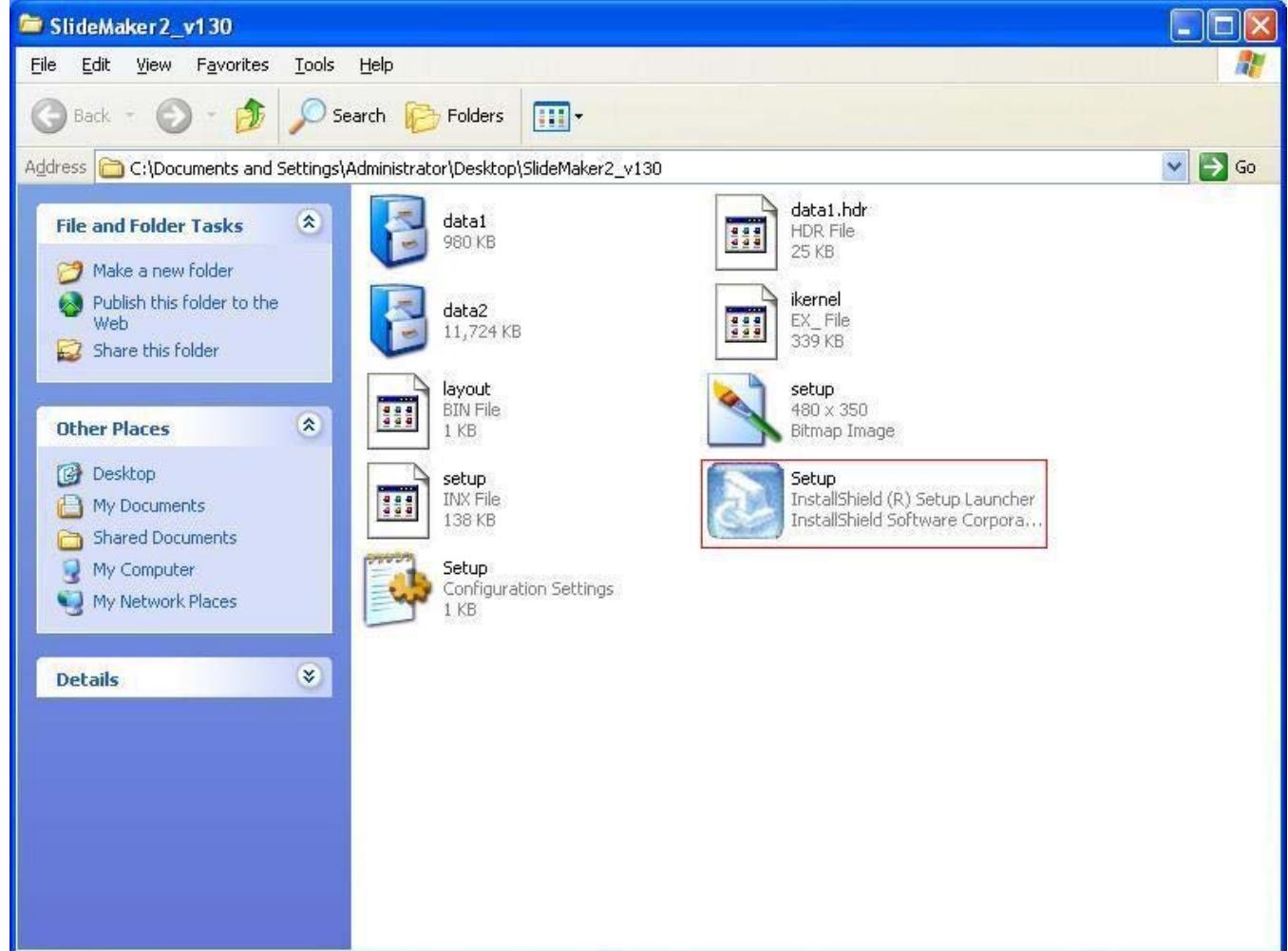
**b) Scenario Preview**



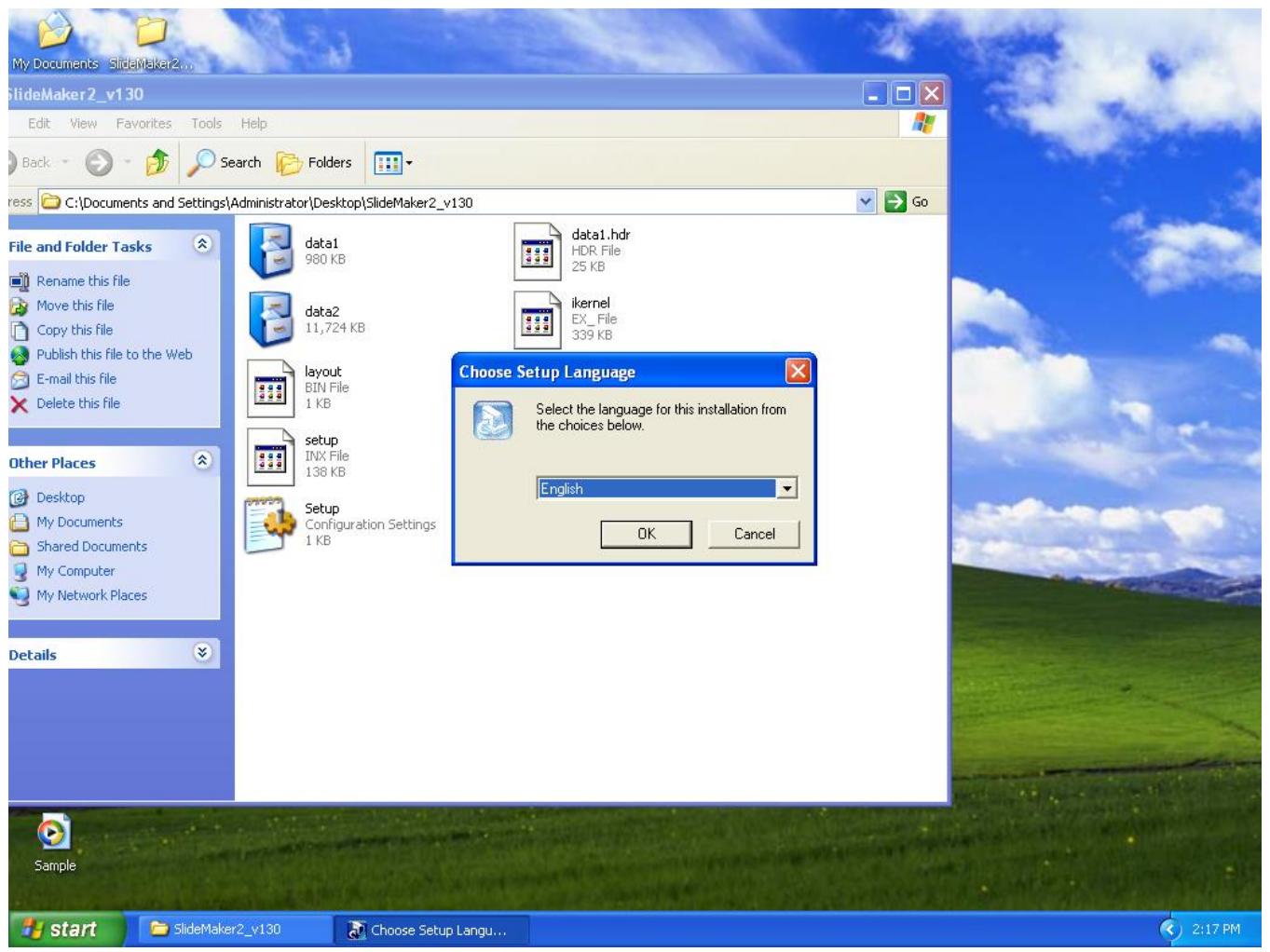
**3) Location of download file: EMP SlideMaker2 updated Version 1.30**

**Download epson12812.exe from the Epson website ([www.epson.com](http://www.epson.com))**

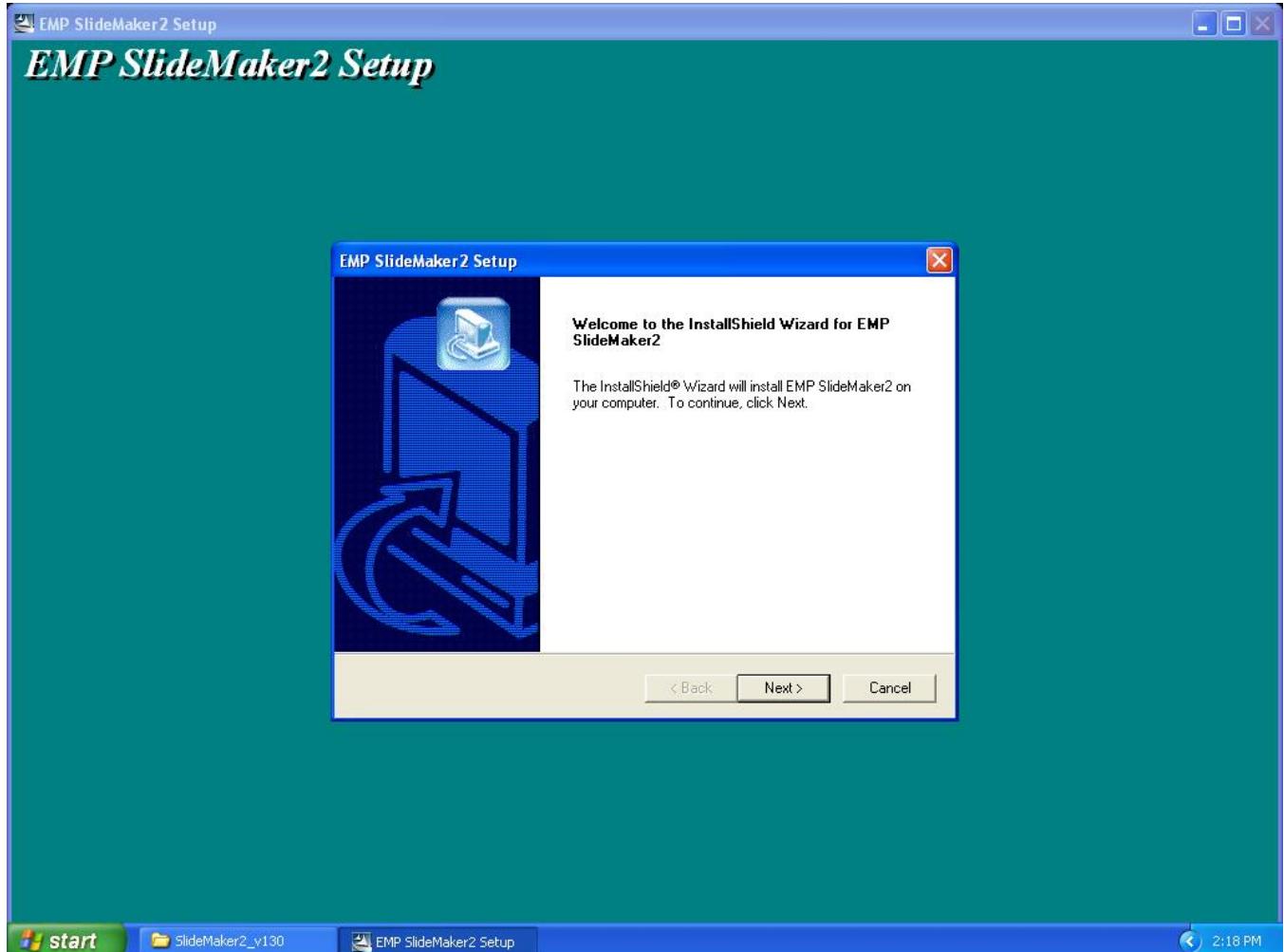
This is a self extracting file, please follow screen prompts.



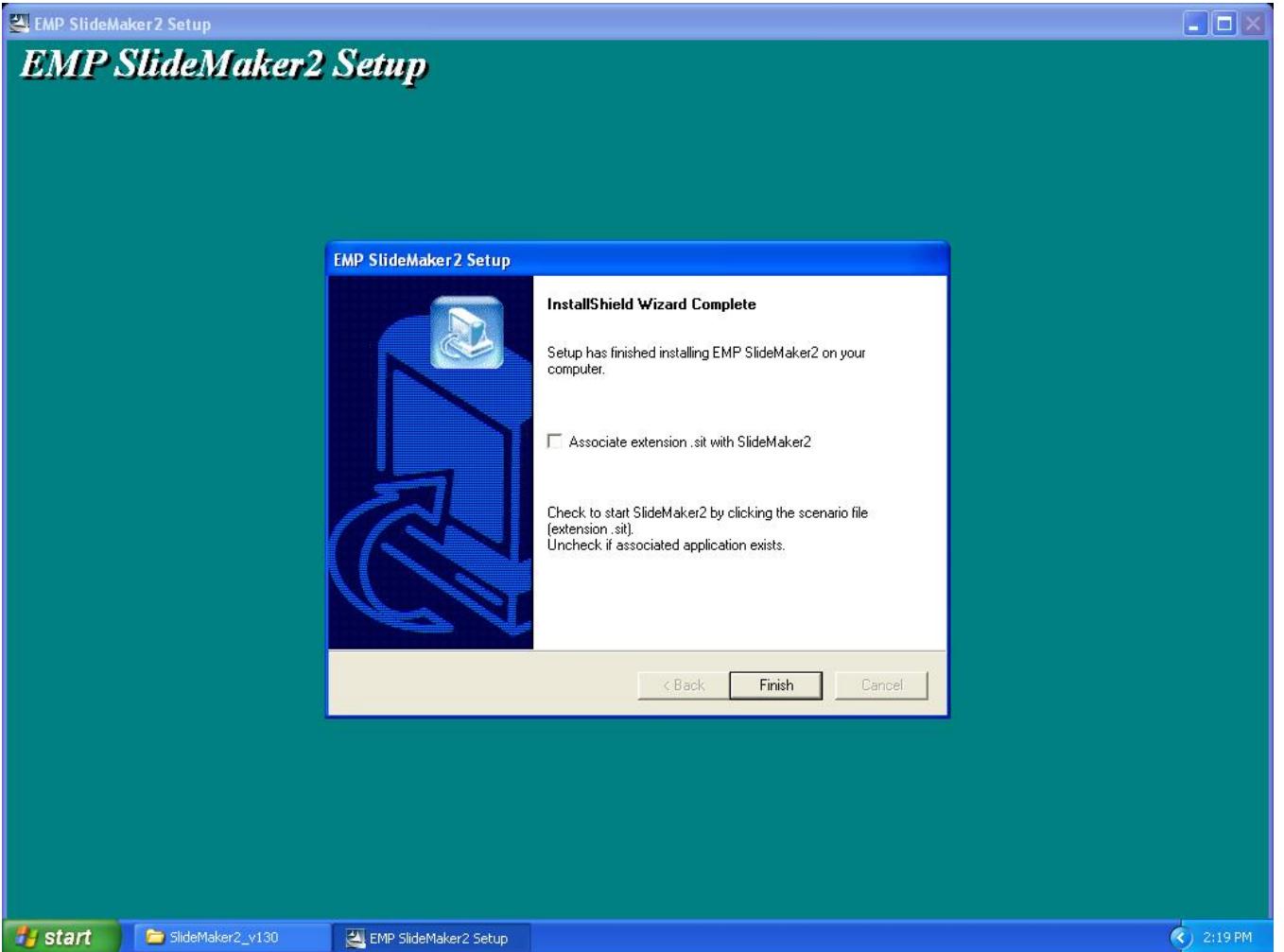
After "Clicking" on the "Setup.exe" file, your will be prompted to:



Select your language.



Click "Next" at this screen.



Click "Finish" to complete the installation.

**4) How to User the software:** Please refer to the original documentation that came with your Projector.

**5) Operating Environment:**

OS	Windows 98/98SE/Me/ 2000 Professional/XP Home Edition SP4 / XP SP1,SP2,SP3 Professional(32bit) / Vista non-SP,SP1 Home Basic/Home Premium/Ultimate /Business/Enterprise(32bit)
Office	Office2000、OfficeXP、Office2003、Office2007
CPU	At least Celeron 300MHz (Recommended: Celeron 400MHz or above)
Memory	At least 64MB (Recommended: 128MB or above)
Disk space	At least 50MB
Display	At least SVGA (800×600) (Recommended: XGA(1024x768))

# EPSON PRODUCT SUPPORT BULLETIN

Date:	11/13/2007	Originator:	AP
PSB #:	PSB.2007.11.005A	Authorization:	Kas
Reference:	TI 07-63e, Rev. A	Total Pages:	3
Product(s):	Epson EMP Monitor		
Subject:	EMP Monitor Version 4.21 Release		

This bulletin was created to inform you of the release of Epson EMP Monitor version 4.21 utility.

## New Functions and Improvements:

New Functions, Improvements	Supported Models	Function / Improvement Description
Support for 25 languages	All projectors (see Supported Projectors table)	Language support extended to include Chinese (traditional), Dutch, Danish, Polish, Hungarian, Czech, Romanian, Slovene, Norwegian, Swedish, Finnish, Russian, Ukrainian, Greek, Turkish, Arabic.  Languages supported in prior version of EMP Monitor: English, Japanese, French, German, Italian, Spanish, Portuguese, Chinese (simplified), Korean
Abnormally low air flow notification 	PowerLite 6100i / 6110i	Indicates an abnormal decrease in the force of air flow through the air filter. User should check for air filter obstructions, clean and replace air filter as necessary.  This feature is available only for the indicated models.
Air flow sensor error 	PowerLite 6100i (with firmware version 1.10 or later) / 6110i	Indicates air flow sensor error.  This feature is available only for the indicated models
Clean air filter notification 	PowerLite 6110i	User notification to clean air filter.  This feature is available only for the indicated model.

## Supported Projectors:

This application supports the following Epson projectors:

PowerLite 735c	PowerLite 1715c	PowerLite 1815p
PowerLite 737c	PowerLite 6100i	PowerLite 822p
PowerLite 745c	PowerLite 7800p	PowerLite 6110i
PowerLite 755c	PowerLite 7850p	PowerLite Cinema 500
PowerLite 765c	PowerLite 7900NL	PowerLite 61p
PowerLite 830p	PowerLite 8300i / 8300NL	PowerLite 81p
PowerLite 835p	PowerLite 8300i with the EasyMP.net Option Module installed	PowerLite 82c
PowerLite 1705c	PowerLite 9300NL	PowerLite 821p

### **Supported Operating Environment:**

Operating System requirement	<ul style="list-style-type: none"> <li>• Windows 98SE / Me / NT 4.0 SP6 (except Ukrainian) / 2000 Professional / XP Home Edition / XP Professional (32 bit) / Vista Home Basic / Vista Home Premium / Vista Ultimate (32 bit) / Vista Business (32 bit) / Vista Enterprise (32 bit) (except Arabic)</li> <li>• Internet Explorer 5.0 or later</li> </ul>
Minimum CPU requirement	Pentium MMX 166 MHz (Recommended: Pentium II 233 MHz or faster)
Minimum RAM requirement	At least 64 MB (Recommended: 128 MB or more)
Drive space requirement	At least 50 MB free
Display requirements	SVGA (800 x 600) or higher resolution, 32 bit color display or higher

### **Obtaining the Update:**

Download epson12456.exe from [www.epson.com](http://www.epson.com) to get the version 4.21 update for EMP Monitor. This file is a self-extracting archive and will start the installation utility for EMP Monitor.

## **Software History:**

<b>Version</b>	<b>Release Date</b>	<b>Notes</b>
3.00	December 25, 2002	Added support for the PowerLite 735c
3.01	February 26, 2003	Added support for the PowerLite 7800p / 8300i
3.02	April 18, 2003	Added support for the PowerLite 7850p / PowerLite 8300i with the EasyMP.net option module installed
3.03	November 21, 2003	Added support for the PowerLite Cinema 500
3.04	April 1, 2004	Added support for the Serial ↔ TCP/IP conversion adapter for the PowerLite 61p / 81p
4.01	October 18, 2004	Added support for projectors installed on large scale networks
4.02	August 29, 2005	Addition of timer function, auto search by specifying IP address. Improvement of communication logs sizes
4.10	May 8, 2006	Addition of support for PowerLite 6100i with support for additional monitoring features unique to the PowerLite 6100i
4.20	May 29, 2007	Added support for Windows Vista (32 bit)
4.21	September 26, 2007	Increased language support to 25 languages

# EPSON PRODUCT SUPPORT BULLETIN

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Date:	8/30/2007	Originator:	DS
PSB #:	PSB.2007.08.001	Authorization:	Kps
Reference:	N/A	Total Pages:	1
Product(s):	Epson Projectors with an HD-15 VGA Analog/Component Input		
Subject:	Elmo HV-110XG Document Camera and Projector Compatibility		

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This bulletin was created to inform you of an operational issue with the Elmo HV-110XG Document Camera when initially connected to an Epson projector.

## **Problem:**

When attempting to use the Elmo HV-110XG Document Camera connected via the VGA HD15 connection to display content from its document bed. When connected to the projector, the projector displays only the **Blue Screen - No Signal** message and will blink off and on or display just the Blue Screen - No Signal message. When a computer is connected to the Elmo HV-110XG Document Camera and switched to Pass-Through mode, the computer image is displayed correctly by the projector. When switching back to the document table source of the Elmo HV-110XG Document Camera, the problem returns. The Elmo HV-110XG Document Camera puts out a Progressive Scan 20fps signal to the projector's VGA Analog port. This signal is detected at 15 kHz Vertical and 291.8 kHz Horizontal frequencies which are beyond projector sync specifications.

## **Solution:**

With the Elmo HV-110XG Document Camera powered on and connected to the projector via the VGA computer cable, access the **Computer1/Computer2** setting in the projector menu system and select the **Component** setting within the appropriate connection. This will allow the Elmo HV-110XG Document Camera and projector to sync and the projector to display the image of the document camera bed and its contents. However, the image will have a pink cast. To eliminate the pink cast, change the projector setting from Component to **RGB** then to **Auto** and exit from the menu. The projected image will now look normal. This will now allow the Elmo HV-110XG Document Camera to sync and display the image properly to any other connected Epson projector without having to change the projector settings.

# EPSON PRODUCT SUPPORT BULLETIN

<b>Date:</b>	04/20/2006	<b>Originator:</b>	AP
<b>PSB #:</b>	PSB.2006.04.002	<b>Authorization:</b>	Vps
<b>Reference:</b>	TI 05-95e Rev. A	<b>Total Pages:</b>	1
<b>Product(s):</b>	PowerLite 735c / 737c / 745c / 755c / 765c / 835p / 7850p		
<b>Subject:</b>	Animation converter issue found with EMP SlideMaker2 version 1.12		

This bulletin was created to inform users of the EMP SlideMaker2 version 1.12 software of a problem converting certain animations from Microsoft PowerPoint into a Scenario file.

## **Details:**

In the previous EMP SlideMaker2 version 1.11, certain PowerPoint animations were supported in the Scenario files which are created by EMP SlideMaker2. Table 1 shows the list of animations supported in EMP SlideMaker2 version 1.11:

## **Table 1**

- Fly	- Blinds	- Box	- Checkerboard
- Crawl	- Dissolve	- Peek	- Random Bars
- Spiral	- Split	- Stretch	- Strips
- Swivel	- Wipe	- Zoom	

Table 2 shows the list of animations from Table 1 that will not be ported from PowerPoint into the Scenario file by EMP SlideMaker2 version 1.12:

## **Table 2**

- Crawl	- Peek
- Spiral	- Stretch
- Swivel	- Zoom

## **Countermeasure:**

If it is necessary to use these animations in the Scenario files, use EMP SlideMaker2 version 1.11. Versions of EMP SlideMaker2 subsequent to version 1.12 are expected to incorporate the animations shown in Table 1 above.

EMP SlideMaker2 version 1.11 may be downloaded at [www.epson.com](http://www.epson.com). Download epson10855.exe to get this version of the software.

If it is not necessary to use these animations listed in Table 2 above, continue to use the EMP SlideMaker2 version 1.12. Download epson11217.exe at [www.epson.com](http://www.epson.com) for EMP SlideMaker2 version 1.12.